

City of
Peterborough

CONSOLIDATED HOMELESSNESS PREVENTION
PROGRAM

SERVICE PLAN
2009-2010

Peterborough Social Services
Consolidated Homelessness Prevention Program Service Plan 2009-2010

Contact Information

Ontario Works Delivery Agent: City of Peterborough

Mailing Address: 178 Charlotte St
PO Box 4138
Peterborough, ON
K9J 8S1

Contact name: Nancy Fischer
Manager of Social Assistance
Phone 705-748-8830 ext 3814
Fax 705-742-0542
nfischer@peterborough.ca

Regional Office: Central East Region

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Section 1: Executive Summary

Over the last four years Peterborough has used the majority of CHPP funding to support hostel funding in excess of per diem. After discussions with Ministry staff in 2008, it was agreed that Peterborough would no longer use CHPP to top up hostel program costs.

The hostel system, particularly the service to single women over 24 years of age remains unstable in Peterborough. It has been recommended that approximately 50% of the CHPP allocation be used for the “Cameron House Proposal” with the objective of stabilizing transitional housing supports for women, thereby minimizing the pressure on the hostel system. The Cameron House proposal is included in detail as Section 5 of this plan.

The balance of the CHPP funding is available to be allocated through a community consultation process outlined as follows. A review of existing community plans has been completed. A process of consultation is planned for early 2009 to confirm community priorities and establish principles for the allocation of funding for 2009 and 2010. It is anticipated the CHPP funding plan will be considered by Council in the summer with contracts to be established in the fall.

Evaluation frameworks will be established by the end of 2009 and evaluation reports of CHPP programs will be available by the end of 2010 in preparation for updating in the Peterborough Community Plan and for the next cycle of CHPP Service Planning.

Section 2: Vision and Mandate

Vision

To achieve improved service systems to assist those who are homeless or at-risk of homelessness.

Mandate

To assist people experiencing homelessness and households at high risk of becoming homeless, including those who are chronically hard-to-house by providing the following:

- Improved access to and connection of households that are homeless with a system of community services;
- Supporting households experiencing homelessness to obtain and keep longer-term housing; and
- Assisting households at-risk of homelessness to retain housing

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Section 3: Previous Utilization of Funding

The Consolidated Homelessness Prevention Program (CHPP) began in January 2005. The City of Peterborough has historically used some of the funds to offset the 100% municipal component of the hostel per diem rate. No portion of the CHPP allocations were used to offset the municipal 20% share of the established hostel per diem rate. Over the last 4 years funds were also used to support warming room and cooling space projects, emergency energy funds, rapid housing response projects and transitional hostel needs.

In 2008, the City of Peterborough and the Ministry discussed utilization of CHPP funding for 100% municipal top-up for per diem rates. The Ministry clarified that topping up the hostel per diem rates was not an endorsed use of CHPP funding. A commitment was made by the City of Peterborough to ensure compliance of CHPP funding guidelines effective for January 2009.

CHPP Analysis 2008		
		2008
Revenues		
CHPP		169,877.00
Total Revenues		\$ 169,877.00
Expenditures		
100% Municipal Top-Up		77,921.00
Warming Room/Cooling Space		25,000.00
Cameron House Facility Fee		66,956.00
		\$ 169,877.00

Section 4: Environmental Scan

In April 2007, the Community Plan Update on Homelessness Initiatives in Peterborough City and County was released. This was an update to the 2001 plan reviewing the community assets (existing programs and services) and gaps in programs and services. The report identified current high priorities as follows:

- 1) Housing Retention/Homelessness Prevention
- 2) Outreach, Support and Aftercare Services
- 3) Transitional Housing
- 4) Public Awareness and Community Support
- 5) Community Capacity

Other key priority areas included:

- 1) Emergency Housing
- 2) Supportive Housing
- 3) Permanent Housing
- 4) Accountability and Inclusive Decision-Making

Later, in 2007, the City of Peterborough began an RFP process seeking emergency shelter providers for youth, adult males, adult females and families. Brock Mission provides emergency shelter services for adult males and the Youth Emergency Shelter provides emergency shelter services for youth and families. The RFP process did not result in a permanent emergency shelter provision for adult females. Temporary services are offered by Brock Mission at Cameron House, but this remains a gap in services for the City and County of Peterborough.

In response to the need for outreach, support and aftercare services, in December 2008, the Our Space Community Drop-In Centre opened. The Centre is open seven days a week from nine in the morning until nine at night. The Centre provides an opportunity for social inclusion, snacks for visitors and the opportunity for local agencies to provide programs and services to visitors. The Community Drop-In Centre is collecting data to enhance the description of homelessness to assist in getting some clearer numbers on what is happening on the ground in Peterborough. In addition to the new Community Drop In Centre, the Homelessness Partnership Strategy program in Peterborough applies an outreach worker approach, combined with services from the Victorian Order of Nurses. This program has been very successful at reaching people on the street as well as a daily presence at the Community Drop-In Centre.

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The following provides a snapshot of the homeless population in Peterborough:

In 2008, the Peterborough Housing Resource Centre (HRC) issued the following emergency funds to assist in preventing homelessness and evictions:

Housing Resource Centre, Emergency Funds		
Fund	Households Assisted	Total Expenditures
HRC Emergency Fund (private donations)	64	\$31,540
F.U.S.E. – Peterborough Utility Services	142	\$46,802
Winter Warmth – Enbridge Gas	48	\$25,000
Emergency Energy Fund – Province of Ontario	81	\$37,422
Rent Bank – Province of Ontario	114	\$80,310
Total	460	\$220,141

(Source: Housing Resource Centre)

The Peterborough Day Warming Room statistics from November 26, 2007 to April 27, 2008:

- Total number of visits: 15,027
- Average of 98 visitors per day
- 610 unique individuals (450 males; 160 females)

(Source: CMHA Day Warming Room report)

The Our Space Community Drop In Centre opened on December 15, 2008. The Centre continues to collect information about the people that come to visit. To-date, the Centre has been open seven days a week from 9:00 am to 9:00 pm. The following is information from the February 2009 report from Our Space to the City of Peterborough Social Services:

- Total number of visits: 1893
- Average of 68 visitors per day
- Peak visiting time is 3:00 pm to 5:00 pm
- Homelessness Partnership Strategy outreach workers visit the Centre daily
- Four Counties Addiction Services is at the Centre four days a week
- Peterborough AIDS Resource Network attends the Centre weekly
- Interactive activities are offered including arts, crafts, hair cutting and sewing

(Source: Our Space Drop In Centre Monthly Report)

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2008 Peterborough Emergency Shelter Statistics	
Total number of clients in the shelters	1469
Total number of bed days	14,638
Average length of stay at shelters	13.5 days
Number of clients where permanent accommodations were found	185

(Source: City of Peterborough, Social Services statistics)

Section 5: Cameron House Proposal

Based on the needs in the community, particularly related to the lack of stable services for homeless women over 24 years of age, a proposal for an innovative combined use program at Cameron House is in the process of implementation. This program combines a hostel program and a supported housing program at one location.

Target Group:

A review of persons accessing emergency hostel services in Peterborough identified several women who repeatedly use the shelter system. These clients were considered high risk, in that they were dealing with many issues (substance abuse, mental health issues, history as victims of violence, etc.) that affected their ability to retain housing. These identified women are deemed as able to live independently, but require some form of supported-living, if they are to remain in stable housing.

Concept:

In addition to the emergency hostel service, a new program will be established at the Cameron House facility. The redeveloped facility would include up to 8 individual living units to provide for permanent housing. The new program for semi-independent living would be operated in that part of the facility. A program diagram is attached as a visual conceptualization of the house. The house will host both the hostel program (with hostel funding and a residential care worker) and the semi-independent living support program (with bed sitting units, supported by a support worker and Consolidated Homelessness Prevention Program (CHPP) funding).

The existing homeless shelter would continue to operate in the lower level of the facility and be available as it is currently for emergency short-term shelter for women. The hostel program and staff would continue to be funded through per diem funding under the Ontario Works Act.

The new program is designed to reduce homelessness by providing seamless, coordinated support addressing the housing needs of women who have chronic homelessness issues that would not be otherwise able to secure or retain permanent housing. A Semi-Independent Living Support Worker would be hired to focus on those high risk, high needs clients who were not able to access other existing supportive housing programs (e.g. Community Living, Canadian Mental Health, etc.). This program will allow for a more specialized and intensive service to this population of women than other housing support services currently available in our community.

The program is planned as a two-year pilot at which time outcomes will be evaluated. If the program is successful in meeting outcomes to reduce homelessness and provide effective supports to the program participants then various sources of funding consistent

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with the program goals will be considered to allow for continued service delivery. Possible future funding sources might include provincial funds such as CHPP, municipal or federal dollars or private sources. During the final six months of the pilot a review of available funding programs, eligibility criteria and application processes will also be undertaken.

Program Elements:

The Semi-Independent Living Support Worker will meet with any individual identified as potentially benefiting from intensive case management and semi-independent living support. Clients who are repetitive users of the shelter system would be considered high priority.

The Support Worker would be responsible for the case management of all individuals residing in the semi-independent living housing units. In addition this worker will work with some women that are able to transition from the emergency shelter into the community, but require some individualized support to make that transition successful.

Following an individual assessment, a Personal Development Plan will be established with the Support Worker to identify individual needs related to obtaining and maintaining housing successfully. Clients would be assisted to access existing housing programs when appropriate, and links to any appropriate community services that would support the clients' efforts in obtaining and retaining housing. The Support Worker will also be responsible for assessment, intake and ongoing program support to clients living in the on-site individual housing units.

The Support Worker will also provide aftercare support for clients who move into "regular" housing, to assist in retaining their housing and to avoid returning to shelter.

Additional activities within the program are designed to provide personal support services and housing retention supports to women at risk of losing housing. These program components take a holistic approach to supporting the individual:

- Connecting clients with community services that best address their individual circumstances and needs (e.g., housing supports and personal supports to assist with housing search i.e. addiction counselling, job readiness, etc.)
- Assessing potential situations where clients are at risk of losing their housing unit, and working with clients to retain their housing
- Developing group support activities in the areas of education, support, grief counselling, family relationships
- Recreational programming to support social inclusion and life skills
- Addiction programs – 4 County Addiction Services to provide weekly onsite counselling. Substance abuse appears to be a key factor in the loss of housing.

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- Semi-Independent Living Support worker to provide individual and group follow-up to monitor goals
- Ensuring health linkages (meeting with nutritionist, seeing visiting nurse, getting appointment with Mission doctor, accessing Public health programs, and so on)
- Supporting and encouraging clients to access employment skill development programs (OW/EO)
- Intervening in resident conflicts to ensure a safe, nurturing environment for all and provide conflict resolution modeling
- Assistance with problem solving skills, e.g. dealing with landlord tenant issues
- Regular follow-up with all clients (relationship building)
- Make appropriate referrals to community supports in the area of crisis intervention, mental health services, etc.

Outcomes:

The combination of shelter and housing in one facility will address a significant need for single adult women in the Peterborough area. By providing affordable independent housing units on the same site, we will be able to provide a high tolerance, low demand environment to the very hardest to house. Our goal would be to see a minimum of 6 women housed independently without returning to shelter for one year.

To ensure the program develops positively, an evaluation framework would be developed possibly with the local university/college. The evaluation framework would include the broader community spectrum and would be completed prior to the completion of the renovations. The evaluation is planned for completion in late 2010 to correspond with pilot funding.

It is our hope to give women the opportunity to live in a stable environment that will promote personal dignity, leading to personal development and self-worth. While outcomes will be determined according to the individual, this project will provide the opportunity for those who experience chronic homelessness to move forward to permanent, stable housing.

Outcome		Performance Measure	Expected Outcome
Households at risk of homelessness retain housing	Households at risk of homelessness are stabilized	CHPP Code HORSKE Households that are at risk homelessness served:	12
		CHPP Code HOPERSUS: Number of households at risk of homelessness served that have been provided personal support services:	12

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Households experiencing homelessness obtain housing	Households experiencing homelessness obtain housing	CHPP Code HOLIVTACP: Number of households living in temporary accommodation served that moved to permanent housing:	6
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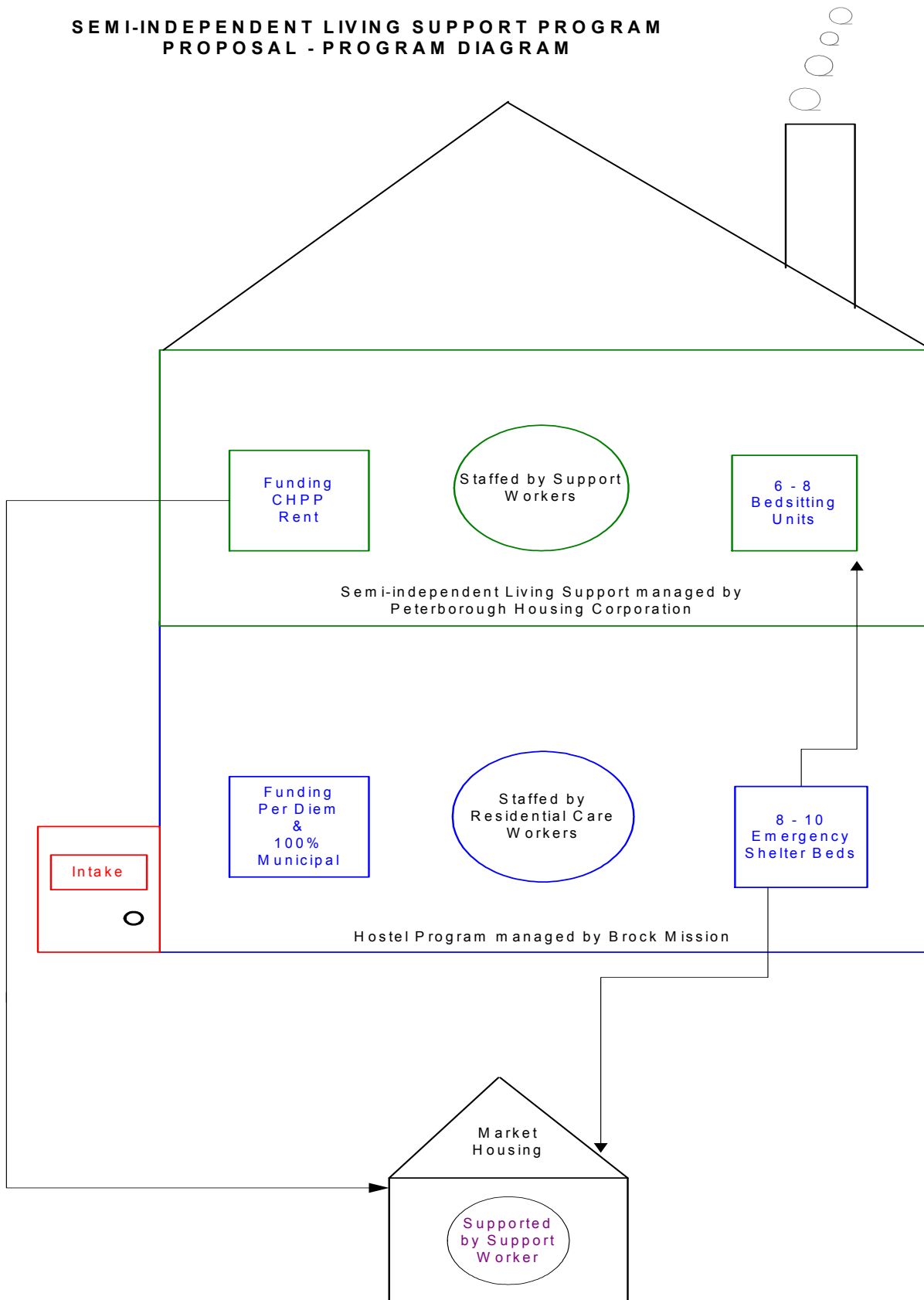
Summary of projected operational expense (annualized):

ITEMS	ANNUALIZED COSTS
Semi Independent Living Support Worker (1 FTE)	44,840
Support Worker Assistant * Key duties see below (0.5 FTE)	17,400
Program supplies (eg. Cooking programs; workshops for independent living residents around housing search and maintenance, budgeting, how to resolve issues with landlords, etc)	5,000
Sub total	67,240
Program Administration Fee 10%	6,724
	73,964

Support Worker Assistant Duties: Statistical Report writing, Client Record Keeping, Organizing of Case Conference, scheduling of client appointments, some back up coverage for Semi Independent Living Support Worker.

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**SEMI-INDEPENDENT LIVING SUPPORT PROGRAM
PROPOSAL - PROGRAM DIAGRAM**



Section 6: Community Consultation

It is being recommended to Council that the Cameron House proposal will be allocated approximately \$74,000/year for the next two years as a key priority for this community. The allocation of the balance of the CHPP funds is still to be determined.

A number of community plans related to homelessness have been completed over the last several years. The next update to the community plans is anticipated in 2010-2011 under the Homelessness Prevention Strategies funding. It is not appropriate at this time, given the existence of a community plan and the anticipation of an update in the near future to initiate a separate planning process. It is more important to make efforts to integrate the planning to ensure that all funding is considered in conjunction with the overall community priorities.

The Head of Social Services has struck a Homelessness Support Services Coordinating Committee consisting of representatives from hostel programs, police, Social Planning Council, the Community Drop-in program, FourCAST (addiction services provider) and Canadian Mental Health Association. This is the first step in developing appropriate community consultation regarding all homelessness issues including funding. This coordinating committee will be the key vehicle to consult regarding the process and principles for allocation of CHPP funding for 2009 and 2010 pending the updates to the community plan. The community priorities, as identified in the existing plan, the environmental scan and by other stakeholders such as the Affordable Housing Advisory Committee (AHAC) and the general community, will also be consulted to help in the decision making regarding the allocation of the balance of the CHPP funding. Consultation will include groups in both the urban and rural areas of the CMSM and will take into consideration other funding that may need to be coordinated with CHPP such as 100% municipal homelessness and hostel funding, emergency energy fund, addictions programming and any potential reinvestment of Social Assistance Restructuring savings.

Section 7: Allocation of Funding

All funding will be allocated in keeping with the CHHP Program Guidelines and City of Peterborough financial procedures. Any allocation in excess of \$100,000 requires Council approval. The funding arrangement will be for the duration of this service plan to December 31, 2010 with appropriate annual review.

Consultation with community partners will be undertaken to develop the priorities and processes for determining appropriate allocations of CHPP funding. Staff will develop a funding and performance plan which will be circulated to the Homelessness Support Services Coordinating Committee for comment and then forwarded to Council for consideration.

Timetable for allocation of CHPP funding and

Month	Activity
April 2009	Review of priorities and process by the Homelessness Support Services Coordinating Committee
May/ June 2009	Consult with Community Stakeholders
May/June 2009	Funding and performance plan developed by staff
June/July 2009	Report with recommendations to Council
August 2009	Contract and flow funding
December 2009	Establish an evaluation framework
April, July and Oct 2009	Monitor quarterly reporting
Late 2010	Complete evaluation of CHPP programming

Section 8: Performance Measurement and Evaluation

Performance measures will be collected and reported quarterly for the ten required performance measures as follows:

- Number of households at imminent risk of homelessness served
- Number of households at imminent risk of homelessness served that remain housed
- Number of households at risk of homelessness served
- Number of households provided personal support services
- Number of households experiencing homelessness served
- Number of households served that are living on the street
- Number of households served that moved from the street to temporary accommodation
- Number of households that moved from the street to permanent housing
- Number of households living in temporary accommodation served
- Number of households living in temporary accommodation moved to permanent housing.

In addition to the required Ministry quarterly reporting, additional data will be gathered to enhance the description of the homeless population in the Peterborough area and to measure the quality of service delivery.

Evaluation frameworks will be established with the selected programs by the end of 2009. The evaluations will be completed by the end of 2010 in preparation for the updates to the Community Plan and the next cycle of service planning.